

### "Jeannette"



Sondra is a 15-year-old mother of a baby girl, Jeannette. She was recently referred to Field Nursing by a Bridges Social Worker. A home visit to the family was made the same day of the referral, but no one was home. A message card was left for Sondra to call the public health nurse (PHN) to schedule a home visit. However, no phone call was ever received, and the PHN decided to make another home visit soon after.

This time, Jeannette's family was home.

In doing the assessment, the PHN determined that Jeannette appeared very jaundiced from her face to below her abdomen. Jaundice in infants may be an indication of complications that could lead to brain damage if not diagnosed and treated. Differential diagnosis includes a physical exam and a blood test of the bilirubin level. Normal bilirubin levels for infants are under 11. Once a diagnosis is made, specific treatments to correct the condition may be ordered. Because neither Sondra nor her husband could remember the name of the doctor who initially saw the baby, Sondra showed Jeannette's immunization card to the PHN. The immunization card was stamped, but there was no phone number listed. The PHN called the Bridges Social Worker to help trace where Jeannette could have possibly been seen or where the lab test was done. In the meantime, the PHN advised the parents to get ready to bring Jeannette back to the clinic for a follow-up checkup.

Soon thereafter, the Bridges Social Worker called the PHN to alert her that Jeannette's bilirubin level was 16, way above the normal of under 11, and since the lab had no contact number for the family, the parents were not notified. The PHN followed-up with the clinic office manager and was told they knew about the bilirubin level, but did not know how to contact the family. The PHN informed the office manager that the family was on their way to the clinic. Later that afternoon, the PHN received a voice mail message from the Bridges Social Worker stating that the family went to the clinic and that the Jeannette was receiving care for the elevated bilirubin level.